California Service Corps

Connecting Californians with Volunteer Opportunities:
Building a Statewide Web-Based Application for California
Concept Paper

I. OVERVIEW: Concept & Context

Concept Paper Contents

The purpose of this concept paper is to articulate initial thinking about selecting a web-based application to strengthen volunteer matching and referral systems in the state of California. This concept envisions a future in which the best of technology, promotions and the field of service and volunteerism are combined to mobilize more Californians of all ages and backgrounds to volunteer and tackle pressing needs in every corner of the state. The application will touch three distinct audiences:

- Californians who want to volunteer;
- Agencies, institutions and companies that engage volunteers at the local level; and
- Other organizations, such as volunteer centers, that help connect potential volunteers with volunteer opportunities.

This application will be implemented as part of the core mission of the California Service Corps. Its primary goal is to make volunteering more accessible by connecting potential volunteers with volunteer opportunities that suit their needs, situations, characteristics, interests, passions, and other personal factors. Another significant goal is to increase the number of Californians who are volunteering in their communities.

The web has already emerged as a tool for volunteer matching and management, and several national and local applications have been developed and implemented. Because of these existing applications, the underlying assumption for this effort is that the most cost effective and timely approach is to utilize a web application(s) that has already been developed and could be customized to California's needs, rather than creating a completely new application.

This concept recognizes that developing a coordinated statewide web-based application for volunteering must be considered one step in a broader strategy to mobilize more Californians to volunteer and to make sure there are high quality volunteer opportunities for every Californian who wants to volunteer. It is not intended to replace existing volunteer recruitment efforts, but rather to augment them and to lead to more effective use of human and organizational resources that are devoted to volunteer outreach and placement.

The intent is to create a synergy between the state's role (leadership, promotion and coordination) and local roles (connecting individuals with high quality volunteer experiences). Without such a comprehensive statewide application, it is likely that more resources and time will be spent on developing more local web-based applications. These local applications may ultimately be incompatible with a more comprehensive statewide application and would be more difficult to promote in a systematic fashion.

The development of this initial concept paper was guided by service and volunteer practitioners from throughout the state. Its primary purpose is to inform a dialogue with product developers of existing web-based volunteer matching applications that might be suited to California. Secondarily, it seeks to inform potential stakeholders and other organizations that might want to participate in this effort when it is carried out.

II. PROMISE & POTENTIAL: Using the Web to Enhance Volunteering in California

Californians are already volunteering at significant rates, but more are willing to do so. According to a statewide survey:

- 47% of respondents indicated that they had volunteered for at least 1 to 2 hours per week during the past 12 months.

- 93% indicated they believe it is very important or somewhat important to volunteer to help community organizations, given the economic challenges facing California.

- 90% indicated they were willing to volunteer more (34%) or the same (56%) over the next 12 months, given the economic challenges facing California.

Source: Baldassare, Mark. *PPIC Statewide Survey February 2003: Californians and Their Government*. Public Policy Institute of California. www.ppic.org

Use of the web to reach potential volunteers has already emerged and holds even more promise for the future. A survey[1] conducted by Hart Research Associates for VolunteerMatch, an existing national web-based volunteer matching application, interviewed nonprofit organizations that used VolunteerMatch and found that they **"indicate that the Internet has become second only to word-of-mouth as the most useful volunteer recruiting strategy."** Of the interviewed individuals, one in four also indicated that they were "first time" volunteers, which means that they had never volunteered prior to using VolunteerMatch.

Americans want to volunteer, and national polls have consistently demonstrated a gap between the number who actually volunteer and the number who indicate an interest in doing so. Independent Sector's 2001 national survey[2] indicated that 55% of respondents had been asked to volunteer, and that of those who were asked, 71% did so, compared to 29% who had not been asked. **This means that the simple act of asking someone to volunteer makes that person almost three times more likely to volunteer than someone who is not asked**.

The challenge lies not only in reaching these willing, but as yet unengaged, Californians in order to fill volunteer needs that are now left vacant, but also in maintaining and increasing the participation of those already engaged. The potential and promise of the web is to expand the "ask" – first by having a user-friendly application where people can find out about volunteer opportunities, and second, by making sure that the application is well promoted so that people know about it and know how to access it. While the web cannot replace the personal act of asking, it can significantly increase access to information about volunteer opportunities.

The Pew Internet & American Life Project [3] has tracked almost a six fold increase in the percentage of adult Americans online from 1995 (just over 10%) to 2004 (just over 60%). Additionally, a recent Pew Project study[4] indicates that over the last four years, "a growing number of users have acted on their positive opinions of the Internet and gone online" to "conduct the everyday tasks and pursue the everyday pleasures of life." However, the report also says that "users turn to the Internet most when it offers advantages in speed, convenience, time, and other measures of efficiency."

If the use of the web for volunteer recruitment and matching in California could meet these measures of efficiency, it would become a significant piece of an overall strategy to amplify the call to service for all Californians. Additionally, organizations that recruit and use volunteers would also benefit—not only with recruitment help, but also with volunteer management needs. By streamlining volunteer recruitment and management, they will be able to devote more time to their communities and to reach out to diverse populations to encourage them to volunteer. Finally, by developing a statewide application, it will minimize the need for local organizations to develop and maintain their own applications.

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[1] O'Rourke, Molly and Baldwin, Greg (2004). **How the Internet has Changed Volunteering: Findings from a Volunteer Match User Study**, *Journal of Volunteer Administration* Volume 22, Number 3, 2004, pages 16-22. http://www.volunteermatch.org/about/jova.vm.pdf

[2] Independent Sector (2001). **Giving and Volunteering in the United States 2001: Key Findings**. Washington, DC. http://www.independentsector.org/PDFs/GV01keyfind.pdf

[3] Pew Internet & American Life Project Surveys (2000-2004) and Pew Research Center for the People & the Press (1995, 1998). Pew Internet & American Life Project www.pewinternet.org Washington DC

[4] Deborah Fallows, Pew Internet & American Life Project (2004). **The Internet and Daily Life.** Washington DC. www.pewinternet.org

III. CURRENT STATE: National, Statewide and Local Applications

Examples from the field – Organizations participating in this planning process characterized their online status in four categories:

Online searchable applications
- Volunteer Center of the Inland Empire
- Volunteer Center of San Francisco/San Mateo
- United Way Silicon Valley
- United Way of Fresno
- California Service Corps
- Citizen Corps
- California Community Colleges
- Senior Corps
- Corporation for National and Community Service
- Points of Light Foundation

Online listings
- City of Sacramento
- Hands On Sacramento/Volunteer Sacramento
- Governor's Mentoring Partnership

Website only
- Volunteer Center of United Way of Stanislaus County
- Volunteer Centers of California
- Youth Service California
- Sacramento Foster Grandparent/RSVP Program
- California State University
- California Conservation Corps
- Governor's Office of Emergency Services
- AmeriCorps*NCCC
- California State Parks
- California Association of Nonprofits

No website
- California AmeriCorps Alliance
- California Community Colleges
- California Association of Local Conservation Corps

Today, in California the use of web-based applications for connecting potential volunteers to volunteer opportunities is nascent and uneven across the state. Although no one statewide application exists, a number of national and local applications have been developed and are currently in use (See Attachment 1 for examples of these applications).

Nationally, applications have been developed both by organizations that have a long-standing interest in service and volunteerism and by newly created entities whose primary mission is to focus on online volunteer referral and matching. Their applications are in various stages of development, and they have designed both stand alone and linked applications (with many linking to one another). The key national organizations involved in web-based applications include:
- America's Promise
- Boardnet USA
- EAI Corporation/DisasterHelp.Net
- Hands On Network (formerly City Cares)
- National Mentoring Partnership
- National Service Programs (AmeriCorps, Senior Corps, VISTA)
- Network for Good (sponsored by AOL Time Warner Foundation, Cisco Systems & Yahoo)
- Points of Light Foundation/1-800-Volunteer.org
- Take Pride in America
- United Way/Volunteer Solutions
- USA Freedom Corps
- VolunteerMatch
- Youth Service America (SERVEnet)

At the state level, the California Service Corps currently links with websites of the Volunteer Centers of California, Hands On Network (in Los Angeles, San Diego & San Francisco Bay Area), USA Freedom Corps, Take Pride in America, AmeriCorps, Senior Corps and Peace Corps.

Locally in California, many organizations are using national search engines, some have developed their own applications, and others use both local and national applications. However, there is still a tremendous gap in online capacity for volunteer matching. Participants in this planning process identified themselves as fallen into one of the following four categories (*See examples at the left*), which seem to be representative of the broader field:
1. Online searchable applications
2. Online listings (*with limited or no search capacity*)
3. Website only (*not searchable, but links to local entities where volunteering is coordinated*)
4. No website

For the few organizations, primarily volunteer centers, that have web applications, some have developed their own applications and others have purchased existing applications, which were then tailored to their needs. Several have been using their applications for a relatively short period of time and are still populating them with data and learning how to use them most effectively. However, several key themes emerged in their selection and use of applications:
- Cost was a significant factor in choosing their applications.
- They do not rely exclusively on their websites, but work in tandem with staff.
- Quality control of posted volunteer opportunities remains a concern – although they all screen or evaluate posted opportunities.
- They have specific requirements and/or screening procedures for organizations that want to post volunteer opportunities on their websites.
- The ability to track volunteer service is desirable, but does not exist in all applications.

IV. PLANNING PROCESS: Identifying Challenges and Planning Considerations

Criteria and considerations: What should guide the future development of a web-based California volunteer matching application in terms of:

- Application features,
- Quality control,
- Ease of access,
- Communications & identity,
- Comprehensiveness
- Volunteer management & tracking,
- Connections with other applications,
- Information sharing,
- Technology, and
- Non-technological aspects.

California's service and volunteer programs and practitioners have consistently expressed an interest in improving the systems that connect Californians with volunteer opportunities. In 2003, California's Unified State Plan, *Blueprint for Unified Action for Service and Volunteering in California, 2003-06*, was completed through the involvement of a broad cross section of the service and volunteer field in California. It resulted in a commitment to "create an improved and expanded system to mobilize more Californians to actively engage in service and volunteer roles that help address the state's pressing issues." To accomplish this broad aim, it calls for working together through closer collaboration and more consistent communication efforts.

This fall, California's state service commission became the California Service Corps as a result of the leadership of Governor Arnold Schwarzenegger and First Lady Maria Shriver. This change reflects the Governor and First Lady's strong interest in service and volunteerism, which includes three goals:

1. Encouraging more Californians to serve;
2. Making service opportunities more accessible; and
3. Recognizing those who serve.

In September, the California Service Corps brought together leaders from throughout the state who are active in recruiting, referring, placing, and managing significant numbers of volunteers at the statewide, regional and local levels – to develop recommendations for a statewide web-based volunteer matching and referral application. Together they explored the gaps in the current applications, identifying the following common themes:

- No statewide strategy exists for nonprofits to recruit volunteers
- Not all existing applications at the local and national levels are user-friendly and easily accessible
- Organizations have limited capacity in terms of both financial and human resources to start up and operate applications
- Existing applications have limited visibility, and a need for more promotion and publicity
- Low volume of activity for many applications
- Populating online applications is difficult and information is often not even, accurate or up-to-date
- Organizations are challenged by technological requirements of application implementation
- Difficulty with linking national and local applications
- Lack of central source or linkages in applications where there are multiple programs or sites
- Challenge of linking with several different search engines
- Coordination of spontaneous disaster volunteer opportunities is challenging
- National applications not necessarily well linked locally or programmatically
- Most applications don't provide feedback for volunteer management or application improvements
- Existing online sources are often information-only
- Rural volunteer opportunities are difficult to find and fill
- Professionally trained volunteers (e.g., legal, accounting, etc.) are hard to identify and engage

Since the September meeting, a working group has been moving forward to explore other web applications and refine the planning process. This paper is an attempt to articulate the refined process and summarize the group's thinking on what is necessary to create an application for California, and what needs to be addressed in terms of challenges for this application.

V. APPLICATION SCOPE AND FEATURES: Developing an Application for all Californians

Demographics of Internet Users in America

The following is the percentage of each group that go online:

Age
18-29	78%
30-49	74%
50-64	60%
65+	25%

Gender
Men	66%
Women	61%

Race/ethnicity
White, Non-Hispanic	67%
Black, Non-Hispanic	43%
Hispanic	59%

Community Type
Urban	62%
Suburban	68%
Rural	56%

Annual Household Income
Less than $30,000	44%
$30-50,000	69%
$50-75,000	81%
$75,000+	89%

Education
<High School	32%
High School	52%
Some College	75%
College +	88%

Source: Pew Internet & American Life Project, May-June 2004 Tracking Survey. Washington, DC. www.pewinternet.org

APPLICATION SCOPE: The idea behind this concept is to select and implement an application that will have the greatest potential to reach the greatest number and diversity of Californians. Although online usage still varies by age, gender, race and ethnicity, community type, and income and education, current data (shown to the left) indicates that there is significant Internet use across all categories. And, these levels of use continue to climb.

A statewide application for California needs to be able to attract a broad spectrum of service and volunteer programs and activities that will be of interest to a wide array of Californians from all ages and perspectives. It should be useful for:

- **Children and youth** (ages 5-18) who participate in school-based service-learning and community service, after-school service-learning and community service; youth clubs, family volunteering, and intergenerational programs;
- **Youth Adults** (late teens through mid 20s) who partake in higher education service-learning and community service, college work study, service and conservation corps, and community volunteering;
- **Mid-life adults** (late 20s/mid 30s – mid 50s) who take part in community volunteering, mentoring, work-place volunteer program, nonprofit board, and national service opportunities; and
- **Older adults** (55 and beyond, retired or not) who participate in community volunteering, mentoring, service corps, national service, intergenerational programs, and activities sponsored by organizations such as AARP or Elderhostel.

DESIRED APPLICATION FEATURES: The following features need to be part of a statewide application for California:

- **Broad search and sort capacity –** The application needs to allow prospective volunteers to search for opportunities according to their own interest areas and criteria, including:
  - Type of opportunity (e.g., service opportunity, service recipient, issue area/community need)
  - Type of volunteer (e.g., groups, individuals, families)
  - Location
  - Special needs, requirements or skills (e.g., languages)
  - Availability, timing (day of week, time of day, etc.)
  - Duration – long-term, short-term
  - Date
  - Common taxonomy that promotes information sharing

- **Ease of access and use for potential volunteers –** The application should not only maximize accessibility in terms of website design and technology, but also integrate email and local human contact (phone, in-person, etc.). It should enable potential volunteers to access needed information without following a confusing trail of external links. Additionally, if possible, it should have a streamlined application process for various opportunities so volunteers do not have to fill out multiple applications and undergo multiple background checks.

- **Ease of access and use for volunteer administrators –** In addition to ease of access for potential volunteers, it should have straightforward entry for organizations that post opportunities and want to retrieve reports from the application.

- **Easy to promote** – The application identity and functioning should make it relatively straightforward to promote – both to populate the application with volunteer opportunities and to get the word out to potential volunteers.

- **Expandable –** The application should have the capacity to handle existing levels of volunteering as well as significant future growth and innovation

  - **Disaster referral mechanism** – While the application does not need to directly match "spontaneous" volunteers responding to natural disasters or other emergencies, it should collect data from interested volunteers and make it available to first responders.

  - **Representative of and appealing to different audiences –** The application needs to accommodate:
    - Different individuals – perspectives, diversity, languages, skill and experience levels, age, availability, disability, etc.
    - Different types of organizations and programs – community-based organizations, faith-based organizations, corporate volunteer programs, service clubs, K-12 and higher education service-learning and community service, youth leadership, statewide programs, statewide intermediaries, etc.

  - **Comprehensive and seamless –** The application should be easily integrated with existing and emerging local, regional and state-level systems—not only for web-based volunteer matching, but also for related social services such as the developing "211" information and referral system.

  - **Statewide and Local Identity** – Local identity should be able to be retained within the statewide application.

  - **Operational and quality control considerations** – The application will need strong quality control features to ensure that data is current, accurate and complete; that volunteer opportunities are high quality; and that there are clear guidelines on opportunities that can be posted. To ensure quality control, there should be training on how to capture data, enter quality data into the application, search the application, interface with the public, etc.

  - **Information sharing capability** – The application should be able to share data – likely with both national applications and local customized applications.

  - **Volunteer management and reporting** – The application should also serve as a measurement and data collection tool – to help organizations coordinate and communicate with volunteers, learn from their experience, and understand user satisfaction. It should be able to generate reports that will be helpful to the California Service Corps, volunteer centers throughout the state, and other local and statewide organizations that recruit and/or manage volunteers.

  - **Volunteer recognition** – The application should provide information that will help volunteer managers with volunteer recognition efforts.

  - **Information "loop"** – Ideally, the application would also have a mechanism to capture feedback on its operation, programs, organizations and volunteer opportunities. In this way, the application could also serve as a "learning tool."

VI. CRITERIA: Key Factors For Selecting A Web-Based Volunteer Matching Application

The web-based volunteer matching application that is selected for California not only needs to take in California's large and diverse geography, but also needs to be able to reach its diverse population of 35 million people and its wide-ranging public-serving institutions including 58 counties; 29 volunteer centers; over 200 public and private institutions of higher education; over 9,000 public and private elementary, middle and secondary schools; 135,000 nonprofit organizations; extensive network of national service programs; and public agencies that tap the power of volunteers to accomplish their missions.

The application should accommodate two types of organizations:
1. **"Hubs"** that recruit, broker, refer, and sometimes train and recognize volunteers (e.g., Volunteer Centers, other referral organizations), and
2. **Organizations** that deploy and oversee specific volunteer opportunities (e.g., nonprofits, educational institutions, public agencies, other community and faith-based organizations).

The following is an initial list of criteria to help guide the decision on selecting an application that is best suited to California's needs and current situation:

- **Usability** – from the standpoint of both the potential volunteer and volunteer administrators
- **Consistency with features** – ability to fulfill all or most of the desired application features
- **Readiness –** to be able to be implemented in California
- **Customizable** – to state and local needs; adaptable to changing circumstances
- **Flexibility for identity and marketing** – to allow statewide and local identities and promotion
- **Information sharing capacity** – ability to share information between different applications and data bases
- **Added value** – degree to which the application can provide added value, efficiency, incentives and other benefits to organizations and individuals who participate
- **Costs** – extent to which the application is affordable at the statewide and local level
- **Implementation considerations** – particularly the best chance of succeeding given existing technological capacity, initial links with other databases, startup strategy, etc.
- **Track record** – in developing and implementing standards and quality control

VII. MOVING FORWARD: Implementation Elements, Timeline and Feedback

KEY IMPLEMENTATION ELEMENTS: Once an application has been selected, the California Service Corps, the statewide and local organizations that hope to participate, and the product developer will need to continue development work in two areas: 1) steps to customize the application for California; and 2) a strategy for rollout and ongoing operations:

1. Decide on Approach and Costs for Customizing the Application for California: The California Service Corps, the working group and the product developer will work together on the following steps – to further develop the application and to tailor it to statewide and local circumstances in California:
    *   **Determination of licensing fees and/or other agreements**: Start-up and ongoing agreements will need to be developed to cover financial and contractual factors, such as: 1) the rights and obligations of the users; 2) licensing fees; 3) cost sharing at the state and local levels; 4) data ownership; and 5) the obligation of the product developer for application maintenance, technical assistance, training, troubleshooting and other items. Agreements will not only need to be put in place with the product developer, but also with all organizations that plan to participate.

    *   **Establishment of statewide and local identity and branding**: A co-branding strategy will need to be developed to ensure a balance between state and local identity.

    *   **Identification of, and phase-in plan for, local portals**: The further development and implementation of this application will require a gradual scaling up – both to test and refine the application and to allow time for state and local organizations to develop capacity. As such, a phase-in plan for local portals will involve the identification of initial "hubs" (organizations that recruit, broker, refer, and sometimes train and recognize volunteers) that will then serve as vehicles for engaging organizations to list volunteer opportunities either within their local community or their sphere of work.

2. Establish a Rollout and Ongoing Operations Strategy: The California Service Corps, the working group and ideally an initial set of hubs will work together on the following steps – to determine how the application will be rolled out, promoted and maintained:
    *   Development and Implementation of a Promotions and Marketing Plan: A statewide promotions plan will need to be developed to ensure visibility and public awareness and use of the application. This will need to include state-level materials and other tools that can easily be customized to the local level and accommodate co-branding.

    *   Establishment of a Quality Assurance Strategy: Specific steps will need to be taken to ensure that posted volunteer opportunities are appropriate, safe, current, and meet the needs of volunteers.

    *   Development of an Application Operations and Maintenance Plan: This plan should include at a minimum: technical assistance and training, network administration, application maintenance and upgrades, and a strategy for adding new hubs and listing organizations.

<u>PRELIMINARY TIMELINE TO LAUNCH</u>:

September 2004	Statewide planning informed by the field: • Initial meeting of key informants whose organizations might be interested in participating in or linking to a new statewide application (See Attachment 2 for names) • Working group formed to continue to provide input to the planning process
Oct/Nov 2004	Working group meets with California Service Corps to define: • Application parameters, which are summarized in a concept paper
December 2004	Concept paper distributed to: • Operators of 3-4 existing web-based volunteer matching applications that seem potentially suited California; and • Potential stakeholders and other organizations that might want to participate in this initiative
January 2005	Working group hears from representatives of 3-4 potential products to: • Learn more about the applications; and • Develop recommendation for an application with which to conduct more planning and move to implementation
Feb/March 2005	Customization and contracting: • Develop appropriate contracts or agreements – at the statewide and local levels • Develop agreements with other web-based applications, as necessary, to allow for information sharing across as broad a number of applications as possible
Spring 2005	Populate the application by: • Starting with an initial group of organizations to populate the application, and to work out bugs • Continue to expand early participation in the application
Summer 2005	Startup: • First phase of application rolled out • Plans made for additional roll-out • Promotions underway

<u>CONCEPT PAPER FEEDBACK</u>: To provide feedback on this concept, please use the attached Concept Paper Comment Form, or contact:

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All comments should be received by January 14, 2004.

Attachments:

1. Preliminary Listing of Existing Local, Statewide and National Volunteer Matching and Referral Applications (from 9/2/04 meeting)
2. September 2nd Meeting Attendance List
3. Concept Paper Comment Form

Examples of Online Service and Volunteer Databases, Matching Systems, and Related Resources
Prepared for September 2, 2004 Meeting,
Connecting Californians with Volunteer Opportunities:
Building a Statewide System for California

Note: This preliminary list of examples has been prepared as background for the September 2nd meeting, "Connecting Californians with Volunteer Opportunities: Building a Statewide System for California." However, it should not be seen as an exhaustive list.   Rather, it provides examples of the types of online databases, matching systems and resources that are currently available for potential volunteers. Additionally, many of the sites link with one another or use the same search engines. If you know of other sites that should be added to this list, please send the information to Kaira Esgate at kaira.esgate@csc.ca.gov.

CALIFORNIA: STATEWIDE, REGIONAL AND LOCAL

California Service Corps
(formerly GO SERV)
www.csc.ca.gov

Links to websites of the Volunteer Centers of California, City Cares (in Los Angeles, San Diego & San Francisco Bay Area), USA Freedom Corps, Take Pride in America, AmeriCorps, Senior Corps and Peace Corps. GO SERV previously used VolunteerMatch.

California Conservation Corps
www.ccc.ca.gov

Provides information on how to join the California Conservation Corps.

CA Dept of Education
CalServe K-12 Service
Learning Initiative
www.cde.ca.gov/ci/cr/sl

Provides service learning tools and resources for K-12 schools. Link to district-level coordinators and to Youth Service California for the regional service-learning leads. Geared to practitioners, not to potential K-12 student volunteers.

California State University
Chancellor's Office
Office of Community Service
Learning
www.calstate.edu/csl

Provides links to the 23 CSU campus-based community service learning programs. Each campus website provides information on its own unique community service learning opportunities.

Citizen Corps in California
www.csc.ca.gov/cc/cc.asp

  Los Angeles Citizen Corps:
  www.eprepared.org

The Citizen Corps link on the California Service Corps website provides information and links to five distinct programs that engage volunteers in emergency planning, preparedness and response. These five programs include: Citizen Corps Councils, Community Emergency Response Teams (CERT), Neighborhood Watch, Volunteers in Police Service (VIPS), and the State Citizen Corps Council. Some local Citizen Corps Councils are developing their own websites; one new example is Los Angeles.

Governor's Mentoring
Partnership
www.mentoring.ca.gov

Links to a program directory of approximately 400 mentoring programs, access and organized by county.

Hands On Network
(formerly City Cares)
www.citycares.org
  Los Angeles:
  www.laworks.com
  San Diego:
  www.volunteersandiego.org
  San Francisco Bay Area:
  www.handsonbayarea.org

National organization with links to affiliated cities nationwide that offer local volunteer opportunities, usually short-term volunteer activities. Links in California include *LA Works* in Los Angeles, *Hands on Bay Area* in the San Francisco Bay and *Volunteer San Diego*.

Youth Service California
www.yscal.org

Provides resources and links to California's regional service-learning program coordinators – primarily for practitioners, not youth who are looking for volunteer opportunities.

Volunteer Centers of California
www.volunteercentersca.org
  Fresno:
  www.volunteerfresno.org
  Inland Empire:
  www.yourvolunteercenter.org
  San Francisco/San Mateo:
  www.thevolunteercenter.net

Volunteer Centers of California provides a listing and links to California's 29 locally-based volunteer centers. Local web-based search options are likely to be one of three: 1) searchable data base that has been purchased or locally designed; 2) on-line postings of opportunities (but not highly searchable); and 3) information on who to contact by phone or email to explore volunteer options. Examples of local searchable data bases include:
- Fresno: This includes United Way of Fresno, the Fresno Volunteer Center, Fresno Citizen Corps Council, and CSU Fresno.
- Inland Empire: This site has a searchable data base of local volunteer opportunities.
- San Francisco/San Mateo County Volunteer Center: This site uses Volunteer Solutions, a searchable data base.

NATIONAL

America's Promise
www.americaspromise.org

Links to USA Freedom Corps for volunteer opportunities.

BoardnetUSA
www.boardnetusa.org

National search engine offers non profits the ability to post available board positions and allows interested individuals to search for board positions nationally.

DisasterHelp.Net
www.disasterhelp.net
  Florida :
  www.disasterhelp.net/vflorida

A search engine that is being developed to help manage volunteer response to disasters. Florida is currently using an adapted version of this site.

National Mentoring Partnership
www.mentoring.org

National search engine allows individuals to search for mentoring opportunities and for mentoring programs to register to post their organization's opportunities on the site.

Network for Good
www.networkforgood.org

National search engine allows individuals to locate a local volunteer opportunity and allows organizations to post opportunities. It is sponsored by AOL Time Warner Foundation, Cisco Systems, and Yahoo.

Points of Light Foundation
www.pointsoflight.org

Current links people to their local Volunteer Center to help them locate a volunteer opportunity with the help of staff at the Volunteer Centers. The Points of Light Foundation is currently developing a more comprehensive web-based

volunteer matching system.

SERVEnet
www.servenet.org

National search engine offered through Youth Service America and allows children and youth (5-25) to search nationwide for local volunteer opportunity.

Take Pride in America
www.takepride.gov

Links to volunteer opportunities on federal lands, and provides state-level contacts.

USA Freedom Corps
www.usafreedomcorps.gov

Links users to the most comprehensive list of volunteer opportunities utilizing the Network for Good search engine and the databases of Network for Good, VolunteerMatch, Idealist, Servenet, AmeriCorps, Senior Corps and others.

VolunteerMatch
www.volunteermatch.org

National search engine allows people to search for volunteer opportunities in their area and allows organizations to register and list available opportunities.

Volunteer Solutions
www.volunteersolutions.org

Allows people to search for local volunteer opportunities and is powered by United Way's national search engine. Geared towards listing local United Way and Volunteer Center opportunities.

Youth Noise
www.youthnoise.org

Encourages youth to get involved and has a link to VolunteerMatch for volunteer opportunities.

NATIONAL SERVICE

AmeriCorps
https://recruit.cns.gov/

National search engine allows people to search for available AmeriCorps opportunities in their communities. All AmeriCorps programs are encouraged to post their available opportunities on the site.

Senior Corps
www.seniorcorps.org/howtoserve.html

National search engine allows interested adults 55 and older to search for local opportunities nationally, does not exclusively list RSVP, Senior Companion and Foster Grandparent programs. Allows organizations interested in recruiting adults 55 and older to register to post opportunities.

VISTA (Volunteers in Service to America)
https://recruit.cns.gov/
www.friendsofvista.org

National search engine allows people to search VISTA positions, within AmeriCorps. The Friends of VISTA site provides a link to this AmeriCorps recruitment site.

NATIONAL, PRIMARILY CHARITABLE CONTRIBUTIONS/NOT VOLUNTEERING

GuideStar
www.guidestar.org

A project of Philanthropic Research, Inc. that allows individuals to donate money to nonprofits online. Also, includes a national database of nonprofits.

Just Give
www.justgive.org

Links directly to GuideStar and allows people to give monetary donations to non profits online.

United Service Organization
www.uso.org

Allows people to make donations to support uniformed military personnel and is charted by Congress with the US President serving as honorary chair.

Idealist
www.idealist.org

International search engine allows individuals to search 165 countries for volunteer opportunities.

NetAid
www.netaid.org

Links you to Online Volunteering (onlinevolunteering.org) an international search engine powered by the United Nations Volunteers Program to find a volunteer opportunity.

Service Leader
www.serviceleader.org

Provides links to organizations that offer virtual volunteering both nationally and internationally.

Stargazer Net
www.stargazernet.net

Links to various volunteer resources, matching services, and online opportunities. Hosts real-time conference rooms, message boards and moderated discussions.

United Nations Volunteers
www.unv.org

Allows a person to apply for a national or international volunteer experience; it offers only long term (6-24 month) service projects.

World Volunteer Web
www.worldvolunteerweb.org

Lists organizations to connect to in the country of your choice to contact for a volunteer opportunity.

ATTACHMENT 2:
Connecting Californians with Volunteer Opportunities:
Building a Statewide System for California
Thursday, September 2, 2004
Meeting Attendance List

<u>Name</u>   <u>Organization</u>

Name	Organization
Laureen Anderson	RSVP of Sacramento
Tom Barbaro	Points of Light Foundation
*Brian Bolton	Volunteer Centers of California
Barbara Borba	Volunteer Center of United Way of Stanislaus County
*Kris Caceres	Governor's Office of Emergency Services
Greg Chun	California Service Corps
*Karla Crawford	Sacramento Foster Grandparent Program
Brad Duncan	State Chancellor's Office – CA Community Colleges
Season Eckardt	Chancellor's Office – California State University
*Kaira Esgate	California Service Corps
Nancy Findeisen	Community Services Planning Council
William Ing	California Service Corps
*Cathy Maupin	Youth Service California
Marie Moretti	California Service Corps
*Patti Keating	California Conservation Corps
Robin Kelley	Volunteer Center of the Inland Empire
Richard Kriegbaum	United Way of Fresno County
Kenneth Larsen	California Association of Nonprofits (CAN)
Sharon Morioka-Estrada	AmeriCorps*NCCC
*David Muraki	California Service Corps
Deborah Owdom	California Association of Senior Service Corps Directors
Mary Lynn Perry	City of Sacramento
*Nancy Peterson	Consultant
John Power	Volunteer Center of San Francisco/San Mateo
Donna Pozzi	California State Parks
Jason Rainey	California Association of Local Conservation Corps
Adam Sutkus	California Service Corps
Dana Theus	Points of Light Foundation
*Oscar Villegas	Governor's Mentoring Partnership
John Vivian	Corporation for National and Community Service
*Mark Walker	United Way Silicon Valley
Marty Weinstein	California AmeriCorps Alliance

Denotes working group members